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Volume 4 Issue 12

March 2004

## New Kitchen Completion Fast Approaches

### Dietary Manager Selected



Dietary Services welcomes manager **Theresa Stanton-Grose**. Theresa comes to Retsil from Providence Mount St. Vincent in Seattle, a long-term care facility that is a national leader in resident centered care.

"Her experience in this area makes her particularly well matched to help the facility make the change to a servery model, our next big step for Dietary Services," said Superintendent Jerry Towne.

The idea of living in a neighborhood is one of the most important concepts being developed for the new nursing facility at Retsil, and the visible signs are everywhere.

Completion of the new kitchen and dining room is fast approaching, and preparations are underway to ensure a smooth transition for residents and staff as they begin this exciting new way of taking care of veterans.

The existing nursing buildings (Buildings 9 and 10) have begun implementing some of the neighborhood concepts that will be used in the new facility, allowing residents and staff members time to adjust to the changes.

Phase one is the Beverage Bar, which allows residents to request both hot and cold beverages within each individual dining room. In the past, beverages were ordered with meals and last minute changes weren't possible. The beverage bar is now operational in both nursing buildings.

Phase two is the addition of Building Serveries in each of the four dining rooms, which will allow food to be delivered in bulk and then plated when the resident is ready to eat. Prior to the serveries, all meals were plated in the kitchen and then delivered to the dining rooms, making it difficult to keep hot foods hot and cold foods cold. Staff members will begin operating the Serveries around



(L to R) Chi Winebarger, Terry Reynolds and Tina Hawkins assist with serving the noon meal.

the middle of March.

Phase three will be the completion and turnover of the new Kitchen and Main Dining Room, when residents wishing to dine in the main dining room will have that opportunity. The new dining room will incorporate the same concepts of the Serveries, allowing residents to choose menu items and providing access to a beverage bar.

"This is a great team effort, putting our residents first and working together to get the job done," said director John King. "I would like to send a personal thank you to the Washington Veterans Home Dietary Services staff for ensuring residents continued to receive nutritious meals during the transition period of seeking a new manager. In addition, a special thank you to Carmela Platon, our Registered Dietician, for stepping in and doing a wonderful job as temporary Dietary Services manager during this time period."

## WDVA is a Priority in Government

In the past year, your work has moved WDVA forward on many fronts.

- ♦ Concepts of *Resident Centered Care* are being implemented at the Veterans Homes;
- ♦ *Homes and Business Practices* are focused on generating revenue; and
- ♦ *The Veterans Services Network* has formed partnerships resulting in increased benefits for veterans.

Thank you for your hard work and accomplishments!

Now our focus is on the critical strategies we will use to continue *Serving Those Who Served*. We must align our agency goals with the goals of Washington State, especially as budget planning begins this summer for the 2005 – 2007 biennium. This budget planning will identify the state's *Priorities of Government* (POG). Then, our state's limited tax dollars will be spent on those programs and services with the highest priority and the best return on investment. Our service to **vulnerable adults** and the work done by the field services network to **improve the economic vitality** of veterans and their families makes our agency a top priority in government.

Each of us plays a role in making our agency successful. You will be invited to get involved in the WDVA Strategic Plan. Please take this opportunity to make sure... "Washington State is a leader in providing services for veterans and their families in our Homes and communities".

*John King*

### Business Team Making a Difference

In addition to the monumental daily business of payables and receivables, the Business Team is meeting the challenge presented by audits of Medicare and Medicaid payments since the inception of ADL almost five years ago. Their hard work and diligence is slowly, but surely, making a difference in the way patient's charts reflect their balances.



#### Inventory Coming

Each year a physical inventory of the Consumable inventory is conducted and every other year the Fixed and Small & Attractive inventory is done.

Here is the Inventory Team schedule:

Field Offices - Now - April 30

Central Office /

Service Center - March 16

Retsil - March 23-24

Orting - March 25-26

Consumable Inventory:

Spokane - April 1

Retsil - April 29

Orting - May (TBD)



## HR 2005:

Civil service reform under Washington Works gives

Washington State government the opportunity to create a totally new, improved human resources system, supported by a new computer system. This includes new rules and processes for hiring, job classification and compensation, performance management, training, corrective/disciplinary action, reduction-in-force and more. For example, the number of job categories will be substantially reduced, from the current 2,400 to several hundred.

The state's human resources system will be modernized to:

- ♦ improve the delivery of state services;
- ♦ give agencies flexibility to meet changing needs; and
- ♦ give employees more job mobility and career advancement opportunities.

The new system will apply in total for those employees who are not covered by collective bargaining agreements and in part for those who are covered by collective bargaining.

The Washington Personnel Resources Board will adopt new rules by March 15, 2004. Implementation of the new classification system will begin in January 2005.

For details about **civil service reform**, go to the Department of Personnel's Web site at [www.hr.dop.wa.gov](http://www.hr.dop.wa.gov). Also, check out the new issue of *In The Works* on the V-NET or ask your Human Resources Consultant where to find one! The February issue contains:

- \* Update on Job Classification Changes
- \* Collective Bargaining Begins
- \* Training Key to Success
- \* Contracting Rules to be Adopted
- \* Comment Invited on Draft Layoff Rules
- \* Getting Ready for New System

## Field Service Staff Gear Up for Training

**F**ield Services Staff members will participate in Service Officer Training March 23 through 25. The Statewide Training Conference, coordinated by WDVA, will include many Veteran Service Organization post/chapter Service Officers, several national-level VSO representatives, several Seattle VA Regional Office managers and trainers, WDVA staff members, and WDVA Independent Contractors (service officers).

The training is aimed at improving the way veterans claims for compensation or pension are researched, prepared and ultimately filed with the VA. By submitting complete, well-developed claims, veterans in Washington State have a much better chance of receiving a favorable rating on the disability or other issue they are asking the VA to recognize.

**By working hard to make sure veterans receive the benefits they are entitled to, the Field Services staff and contractors are providing a benefit to individual veterans AND the economy of our state.**

Continuous improvements in claims processing directly benefits veterans. In 2002, Washington's veterans received over \$730 million in compensation and pension benefits from the U.S. DVA. Projections indicated this figure would grow by \$50 million per year, however; veterans are now receiving over \$842million each year and Washington State ranks well above the national average in the percentage of veterans per capita

receiving compensation or pension:

National Average: 9.76%.

WA State Average: 12.14%.

The compensation and pension dollars go directly into the pockets of veterans in our state and help raise their standard of living, often keeping them off other social service programs.

## New and Familiar Employees

### Welcome Dariush Khaleghi, IS / Strategic Planning Manager



Dariush Khaleghi "DK" will fill the role of Information Services & Strategic Planning Manager.

DK comes to WDVA from the Washington State Human Rights Commission and brings extensive knowledge in organizational development, information technology, quality assurance, strategic planning, customer service, and project and program management.



### Williams Fills Acct 4 Position

On January 5, 2004, Debbie Williams filled the Accounts Receivable

Supervisor position. She came from the Washington State Higher Education Coordinating Board where she was the Accountant Senior. Prior to that she worked for the Department of Transportation as an accountant. Debbie is a member of the Washington State Air National Guard, assigned to the 254 RED HORSE Squadron at Camp Murray. Prior active duty Air Force, she graduated from the University of Maryland.

### New HR Consultant Arrives



Lisa Benavidez has been selected as the new HR Consultant in the Central Office. Lisa comes from the Department of Labor & Industries where she was the Recruitment

Coordinator. Prior to L&I, Lisa worked as a Personnel Officer for the Washington State Auditor's Office. Lisa joined us on January 22nd.



### Houston Selected for CAT

Susie Houston has been selected for the CAT/LPN position at Central Office. She will be the Centralized Admissions person as well as #1 Marketing Representative for the agency.

Susie is not new to WDVA. She has been a dedicated employee of the Washington Soldiers Home for over 20 years. She brings knowledge and experience to her new position that will aid her in hitting the ground running.

## RAFFLES FOR RETSIL

# A Charitable View of Bikers

Members of an area motorcycle club give back with monthly fund-raisers



Don't let those tough looks fool you. Beneath all the leather, motorcycle patches and tattoos beat tender hearts, especially when it comes to local charities.

"Wing-Ding Thursday" began last November as a way for the North Kitsap chapter of ABATE of Washington to earn

money for its Christmas toy run, according to Ray Pitts, one of the organizers. It has grown and become so successful that the group puts on a local charity event each month.

ABATE stands for A Brotherhood Against Totalitarian Enactments. It strives to raise public awareness of motorcycles through education, political and community action, and charitable deeds. It meets the second Thursday of each month at Romeo's Bar & Grill in Bremerton.

February's charity was the Washington Veterans Home in Retsil. It has special meaning for

the bikers as a large number of them are veterans.

Veterans home representatives have come for the fund-raiser. They plan to use the money to take residents on an annual three-day camping trip.

"It means a lot to the residents that they have been remembered by the community," says Catherine Shaw, recreation manager at Retsil.

By night's end, they collected \$1,168 for the Veterans Home.

*Source: Bremerton Sun 2/04*

## Construction

### Photos from Retsil



**Dining Facility.** The target date for turn-over of the new kitchen is the beginning of April; however, that timeline may be adjusted based on construction progress, weather and other variables.



**Building C, the first of the residential wings.**



**Building J, where the Administration office will be located.**



**First floor corridor.**



**Building E, another residential wing.**

# Will Lynn Be the Sole Survivor?

The Orting area newspaper, The Country Gazette, has started their own Survivor program. Starting the first week of March, and running for 10 weeks, community people determine which one of 10 Castaways will be named Gazette Survivor and win \$500 to donate to the local charity or community betterment project of his or her choice.

Lynn Zemke, Activity Director at the Soldiers Home is one of the Castaways and has designated the Home as her charity of choice.

Each week, readers are invited to vote off one of the castaways, using the ballot in the County Gazette paper. Staff members in the Orting area are encouraged to pick up the next Country Gazette and join in the Survivor Game.

Ballots are due at The Country Gazette office or ballot boxes at any of the sponsor businesses listed by Sunday night. Ballots are picked up by The Country Gazette Tribal Council and counted each Monday morning to determine the castaway who is voted off.

Local businesses have chosen to sponsor castaways and have contributed to the \$500 donation.

Each week, answers to a couple of questions the castaways filled out at the beginning of the contest, will be printed (even if a castaway has been voted off).

Please note: **all decisions made by the tribal council are final.**



## Did you know?

- ♦ On average, a homeowner with an automatic sprinkler system over waters his lawn by 112,000 gallons a year.
- ♦ Sixty-five million trees are cut down to make the 500 pieces of junk mail sent each year to every person in the country.
- ♦ A family of four can save up to 20,000 gallons of water a year--the amount needed to fill an average-sized swimming pool--by using a low-flow showerhead.
- ♦ Compared with the average car, an SUV getting 13 miles a gallon wastes as much energy each year as leaving a bathroom light on for 30 years.
- ♦ Scientists predict that if global warming continues at its present rate, by 2030 there will be no more glaciers in Montana's Glacier National Park.

### WDVA needs your help to achieve its Sustainability goals.

- Make copies two-sided whenever possible.
- Print two-sided documents
- Print two pages on each page, when possible
- Print on the 'draft' setting instead of 'normal' or best - set your defaults to 'draft'
- Don't print in color unless absolutely necessary
- Don't print meeting agendas - write them on a white or black board
- Don't make handouts - tell attendees at meetings you will e-mail the presentation to them



## Duel Careers

Kevin Perkins divides his time working at the Spokane Veterans Home as a NA1-C, and as a Senior Airman in the Washington Air National Guard.



His military career began with time spent in the Army National Guard, followed by 12 years in the U.S. Coast Guard as

a cook and rescue swimmer.

Perkins' future, like that of National Guardsmen across the country, includes the possibility of deployment overseas, as well as stateside activation.

Other WDVA staff members recalled to active duty include: Dr. Prenger, from Spokane who is deployed to Doha, QATAR, and Quindola Crowley, Social Work Manager/Retsil and Richard Preston, NA1-C/Retsil who are presently working out of Fort Lewis.

## 2nd Annual Salute to Armed Forces Night

Wednesday, April 7, 2004 7:05 p.m.

Mariners vs. Angels

The Seattle Mariners invite you to be part of a special night on Wednesday, April 7 as they salute all the members of the United States Armed Forces, past and present.

There will be special pregame and in-game festivities, and all service members receive a special discount on tickets! View Reserved Seats, normally \$17, will be available for just \$10.

Contact the representative listed below for more information and ticket ordering instructions:

**USO of Puget Sound Area, Inc.**  
**(206) 433-5438 Sea-Tac Airport Center**  
**(206) 982-1100 McChord AFB Center**  
**Krista Cossalter Sandberg, Executive Director**



VS.



## Children's Poster Contest



Looking for a great way for children you know to use their creative minds? Consider inviting your children to participate in the WASHINGTON STATE PUBLIC SERVICE RECOGNITION WEEK POSTER CONTEST. The theme for this year's contest will be *"LEADING THE WAY."*

The week of May 3-7, 2004, has been designated as Public Service Recognition Week. During this week, federal, state and local government employees honored for their dedication and work in public service.

The PSRW Poster Contest offers state employee's children, grandchildren, nieces, nephews etc. the opportunity to share their creativity towards *"LEADING THE WAY"*. An example may be to share their vision of the future. They can do this by illustrating the way they think the future may look. This may include their interests and hobbies or their favorite parks or vacation spots throughout the State. Maybe they snow ski or spend time fishing at our many lakes. Perhaps they enjoy the experiences of field trips to state fish hatcheries, wildlife conservation areas, the State Capitol building, or historical landmarks.

All children who enter the contest will receive recognition. **Entries are due by April 9, 2004.** Contest details, and Official Entry Forms are available on the V-NET.



## \$1,000.00 Scholarship Offered

Applications are now being accepted for the 2004-2005 Washington State World War II Memorial Educational Foundation scholarship program.

This award is for a State of Washington **graduating senior** who is either a **direct descendant of a World War II veteran/home front participant** or a student who has **excelled in WWII studies**.

Winners will be selected on the basis of academic achievement, extra curricular activities and a commitment to pursuing a career in teaching.

**Due Date is April 30.** Applications postmarked after this date will not be considered.

Call Colleen Gilbert at 360 /725-2180 for more information.